

IN THE CLAIMS:

We claim:

Claims 1-12 (Cancelled without prejudice)

13. (Currently Amended) A computer implemented method for providing information relating to service activity for a plurality of building sites:

providing a web portal comprising a database, and storing service related information about a plurality of building sites in said database, said web portable capable of being operatively connected to one or more clients;

receiving at said web portal a request for information from one or more clients for service activity information relating to a plurality of building sites;

determining at said customer web portal a plurality of service activities that are implicated by said request;

transmitting from said web portal information implicated by said request such that said information is capable of being on a client display.

14. (New) The method according to claim 13, further comprising receiving a request from a client to display further information about an individual service activity, and transmitting said further information such that said information is capable of being displayed on a client display.

15. (New) The method according to claim 13, wherein said service activity information further comprises information relating to the type of service activity being provided.

16. (New) The method according to claim 13, wherein said service activity information further comprises information about the type of system a service activity is being provided for.

17. (New) The method according to claim 13, wherein said service activity information further comprises information about the status of a service activity.

18. (New) The method according to claim 13, wherein service activity information further comprises information about the call type of a service activity.

19. (New) The method according to claim 13, wherein service activity information further comprises information about a plurality of sites in which service activity is being performed

20. (New) The method according to claim 13, further comprising receiving a request from a client to obtain further information about an individual building site and transmitting said further information about an individual building site such that said information is capable of being displayed on a client display.

21. (New) The method according to claim 13, further comprising receiving a request from a client for information about an individual service order, and transmitting said individual service order information such that said individual service order information is capable of being displayed on a client display.

22. (New) The method according to claim 13, wherein said transmitted service related information is organized by site.

23. (New) The method according to claim 13, wherein said transmitted service related information is organized by system.

24. (New) The method according to claim 13, wherein said transmitted service related information is organized by type of service.

25. (New) A system for providing information relating to service activity for a plurality of building sites comprising:

a web portal comprising a database for storing service activity for a plurality of building sites, said web portal capable of being connected to a plurality of clients and for receiving at said web portal a request for information from one or more clients for service activity information relating to a plurality of building sites; said web portal capable of determining a plurality of service activities that are implicated by said request, said web portal capable of transmitting said service activity information implicated by said request such that said service activity information is capable of being displayed on a client display.

26. (New) The system according to claim 25, wherein said web portal is capable of receiving a request for further information about an individual service activity and is capable of transmitting said further information such that said information is capable of being displayed on a client display.

27. (New) The system according to claim 25, wherein the service activity information transmitted by said web portal further comprises information relating to the type of service activity being provided.

28. (New) The system according to claim 25, wherein said service activity information transmitted by said web portal further comprises information about the type of system a service activity is being provided for.

29. (New) The system according to claim 25, wherein said service activity information transmitted by said web portal further comprises information about the status of a service activity.

30. (New) The system according to claim 25, wherein service activity information transmitted by said web portal further comprises information about the call type of a service activity.

31. (New) The method according to claim 25, wherein service activity information transmitted by said web portal further comprises information about a plurality of sites in which service activity is being performed.

32. (New) The method according to claim 25, wherein said web portal is capable of receiving a request from a client to obtain further information about an individual building site and is capable of transmitting said further information about an individual building site such that said information is capable of being displayed on a client display.

33. (New) The system according to claim 25 wherein said web portal is capable of receiving a request from a client for information about an individual service order, and transmitting said individual service order information such that said individual service order information is capable of being displayed on a client display.

34. (New) The system according to claim 25, wherein said service related information transmitted by said web portal is organized by site.

35. (New) The method according to claim 25, wherein said service related information transmitted by said web portal is organized by system.

36. (New) The method according to claim 25, wherein said service related information transmitted by said web portal is organized by type of service.